

HOLLAND Docket: 1367189 - 50642			
*There are five (5) documents that should be completed, formatted and submitted to the SFPOD for review.			Review of Form
Page	Document		
1.	Request/approval to study for discontinuance (0601/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Notice (if appropriate) to Headquarters of suspension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Notice (if appropriate) to customers/district personnel of suspension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Highway map with community highlighted (0614/2011)	<input checked="" type="checkbox"/>	
5.	Eviction notice (if appropriate) (0614/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Building inspection report and original photos of building deficiencies (if appropriate) (0614/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Post Office and community photos (0614/2011)	<input checked="" type="checkbox"/>	
8.	PS Form 150, Postmaster Workload Information (0612/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Worksheet for calculating work service credit (0614/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Window transaction record (0613/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.	Record of incoming mail (0613/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12.	Record of dispatched mail (0613/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13.	Administrative postmaster/OIC comments (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14.	Inspection Service/local law enforcement vandalism reports (0606/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15.	Post Office fact sheet (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16.	Community fact sheet (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17.	Alternate service options/cost analysis (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18.	Form 4920, Post Office Fact Sheet (0613/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19.	Recommendation and Service Replacement Type (0613/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20.	Questionnaire instruction letter to postmaster/OIC (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21.	Cover letter, questionnaire, and enclosures (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22.	Returned customer questionnaires and Postal Service response letters (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23.	Analysis of questionnaires (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24.	Community meeting roster (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
25.	Community meeting analysis (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
26.	Community meeting letter (Need to set before questionnaire if not held before) (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
27.	Petition and Postal Service response letter (if appropriate) (0601/2009)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
28.	Congressional inquiry and Postal Service response letter (if appropriate) (0601/2009)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
29.	Proposal checklist (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
30.	District notification to Government Affairs (0627/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
31.	Instructions to postmaster/OIC to post proposal (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
32.	Invitation for comments exhibit (0627/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
33.	Proposal exhibit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
34.	Comment form exhibit (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
35.	Instructions for postmaster/OIC to remove proposal (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
36.	Round-date stamped proposals and invitations for comments from affected offices (0612/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
37.	Notification of taking proposal and comments under internal consideration (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
38.	Proposal comments and Postal Service response letters (0612/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
40.	Proposal Analysis of comments (0612/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
41.	Revised proposal (if appropriate) (0620/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
42.	Updated PS Form 4920 (if appropriate) (0604/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
43.	Certification of record (0612/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
44.	Log of Post Office discontinuance actions (0612/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Below is the letters that need to go out and forms to complete for Posting the Final Determination for HOLLAND

HOLLAND Docket: 1367189 - 50642			
*These are the 10-15 documents that should be completed/signed and sent to the MPOD for review			Return to Flow...
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41.	Revised proposal (if appropriate) (06/26/2011)	<input checked="" type="checkbox"/>	
42.	Updated PS Form 4920 (if appropriate) (01/04/2011)	<input checked="" type="checkbox"/>	
43.	Certification of record (06/12/2011)	<input checked="" type="checkbox"/>	
44.	Log of Post Office discontinuance actions (06/12/2011)	<input checked="" type="checkbox"/>	
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (06/16/2011)	<input checked="" type="checkbox"/>	
46.	Headquarters' acknowledgment of receipt of record (06/16/2011)	<input checked="" type="checkbox"/>	
47.	Final determination transmittal letter from Headquarters (06/26/2011)	<input checked="" type="checkbox"/>	
48.	Instruction letter to postmaster/OIC on posting (06/26/2011)	<input checked="" type="checkbox"/>	
49.	Round-date stamped final determination cover sheets (11/06/2011)	<input checked="" type="checkbox"/>	
50.	Postal Bulletin Post Office Change Announcement ()	<input checked="" type="checkbox"/>	
51.	Vice president, Delivery and Retail, instruction letter (06/24/2011)	<input checked="" type="checkbox"/>	

FILE LINK

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04/01/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 04 congressional district.

Post Office Name:	HOLLAND
Zip+4 Code:	50642-7713
EAS Level:	11
Finance Number:	184194
County:	Grundy
Proposed Admin Office:	GRUNDY CENTER PO
ADMIN Miles Away:	5.0
Near Office Name:	GRUNDY CENTER PO
Near Miles Away:	5.0
Number of Customers:	
Post Office Box:	112
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	124
Intermediate HCR:	0
City Delivery:	0
Total Customers:	236
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code

The above office became vacant when the postmaster retired on 06/30/2010.

Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

THOMAS ALLEN
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

04/01/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1347189

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: HOLLAND State: IA Zip Code: 50642
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: Grundy
EAS Grade: 11 Finance Number: 184194
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 04/14/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: HOLLAND State: IA Zip Code: 50542
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: Grundy
EAS Grade: 11 Finance Number: 184184
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 04/14/2011
Fax No: (319) 399-5502

Google maps

To see all the details that are visible on the screen, use the "Print" link next to the map.

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Eviction Notice

A. Office:

Name: HOLLAND State: IA Zip Code: 50642
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: Grundy
EAS Grade: 11 Finance Number: 184194
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPD ☐

There was no eviction notice for this office.

Prepared by: Karen Lanane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 389-2902

Date: 04/14/2011
Fax No: (319) 399-5502



Building Inspection Report

A. Office

Name: HOLLAND State: IA Zip Code: 50642
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: Grundy
EAS Grade: 11 Finance Number: 184194
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

- There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 04/14/2011
Fax No: (319) 399-5502

HOLLAND COMMUNITY PHOTOS

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Front of Holland Post Office



Back of Holland Post Office



Heartland Cooperative Elevator



Main Street



Main Street



Lone Tree Inn

HOLLAND COMMUNITY PHOTOS



Holland Fire Department



Jay's Storage Units



Holland City Hall/Community Center



New Hope Church

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code HOLLAND, IA 50642		Postmaster's Signature J99280	Date 04/07/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52405		District Manager's Signature Gef Dube	Date 04/12/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	184194
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Cart Boxes Rented	(10-15)	112
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	124
8.	Administrative Responsibility from Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-38)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" if yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(66)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	112	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	124	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

1. Enter current evaluated office level.
2. Enter the 6 digit post office finance number.
3. Enter number of general delivery families served.
4. Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report, for the previous accounting period.
6. Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
9. Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
12. Enter the number of classified stations and/or branches that have carrier delivery service.

13. Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
14. Enter the total number of contract stations, rural stations and community post offices.
 - (a) A contract station is a detached finance unit manned by non-postal employees.
 - (b) A rural station is a post office box delivery unit serviced by a rural carrier.
 - (c) A community post office is a contract unit which provides service in a small community.
15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and canceling operation?
17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
18. Does office separate incoming mail to carrier routes for other associate offices?
19. Does office separate all incoming letter size mail to city, rural and/or star routes?
20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
21. Do you have a vehicle maintenance facility under your jurisdiction?
22. Do you have an air transfer office under your jurisdiction?
23. Do you occupy a government-owned building and lease a portion of the building to someone else?
24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
25. Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: HOLLAND
 Office Zip+4: 50642-7713 District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>112</u>	X 1.0	=	<u>112</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>112</u>

Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>40</u> units	=	<u>20.00</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs						<u>45.00</u>

Activity WSCs 112 + Revenue WSCs = 45.00 Base WSCs 157.00 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN.S.LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

04/14/2011

Title

Date

Survey of Incoming Mail

Survey of Incoming Mail
 (Record in Pieces)

Post Office Name and Zip+4: HOLLAND 50642 - 7713
 Dates Recorded: 04/02/2011 through 04/15/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/02	411	4	120	40	2	6	6	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	1179	26	125	127	1	9	6	0
Tue - 04/05	547	5	160	285	1	2	7	0
Wed - 04/06	656	7	40	71	3	10	5	0
Thu - 04/07	782	7	79	261	4	6	6	0
Fri - 04/08	748	8	203	79	2	15	4	0
Sat - 04/09	557	3	118	0	2	1	1	0
Sun - 04/10	0	0	0	0	0	0	0	0
Mon - 04/11	723	14	163	168	4	7	3	0
Tue - 04/12	527	3	85	146	0	9	2	0
Wed - 04/13	588	4	178	235	1	2	10	0
Thu - 04/14	525	5	101	235	2	3	7	0
Fri - 04/15	641	11	97	80	2	10	1	0
TOTALS	7,884	99	1,469	1,727	24	80	60	0
Daily Average	657.0	8.3	122.4	143.9	2.0	6.7	5.0	0.0

Signature of Person Making Count:

J99280

Printed Name:

J99280

Date:

04/15/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
 (Record in Pieces)

Post Office Name and Zip+4

HOLLAND 50642 - 7713

Dates Recorded

04/02/2011 through 04/15/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/02	9	0	0	0	0	0	1	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	66	0	4	0	3	1	1	0
Tue - 04/05	82	0	1	0	0	0	1	0
Wed - 04/06	78	0	0	0	0	1	1	0
Thu - 04/07	56	0	3	0	0	0	2	0
Fri - 04/08	92	0	3	0	1	0	1	0
Sat - 04/09	4	0	0	0	0	1	1	0
Sun - 04/10	0	0	0	0	0	0	0	0
Mon - 04/11	142	0	6	0	4	1	8	0
Tue - 04/12	71	0	4	0	2	0	1	0
Wed - 04/13	41	0	0	0	1	0	1	0
Thu - 04/14	40	0	1	0	0	0	2	0
Fri - 04/15	80	0	1	0	2	3	2	0
TOTALS	761	0	23	0	13	7	22	0
Daily Average	63.4	0.0	1.9	0.0	1.1	0.6	1.8	0.0

Signature of Person Making Count:

J99280

Printed Name:

J99280

Date:

04/15/11



04/20/2011

OIC/POSTMASTER

SUBJECT: HOLLAND Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the HOLLAND Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the HOLLAND Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 05/04/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>112</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>124</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>236</u>

If you have any comments on alternate means of providing services to the HOLLAND customers, please provide them below:

KAREN LENANE
Post Office Review Coordinator

Comments:

Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn
City Hall / Community Bldg. Jay's Storage Units New Hope Fellowship CR Church

cc: Official Record



04/06/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOLLAND Post Office, 50642 - 7713, located in Grundy County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 1

Comments/Findings:

cc: Official Record



04/14/2011

Grundy County Sheriff
706 G Ave
Grundy Center IA 50638-1456

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOLLAND Post Office, 50642 - 7713, located in Grundy County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: 0

Comments/Findings:

Bob Penning, Sheriff Grundy Co.

4-28-2011

cc: Official Record

Post Office Survey Sheet

Post Office Name HOLLAND ZIP+4 50642-7713
Congressional District 04 Date 06/20/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

no structural defects

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? 3600 12/2014

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
NA

5. List potential CPO sites.
NA

6. Are there any postage meter customers or permit mailers? ☒ Yes ☐ No
If yes, please identify them by name and address.
Colfax Center Presbyterian Church 18935 K Ave Holland IA 50642-8022

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
non career PMR of Lincoln - will transfer into PMR of Reinbeck

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is received in the AM by Star route driver at 7:30 Mail is dispatched in PM by Star route driver at 4:00pm

How many Post Office boxes are installed?	<u>150</u>
How many Post Office boxes are used?	<u>112</u>
What are the window service hours?	<u>07:45 - 10:15 M-F</u>
	<u>07:45 - 09:15 S</u>
What are the lobby hours?	<u>7:30 am - 9:30 pm M-F</u>
	<u>7:30am-4:00pm S</u>

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
One reported to the US Postal Inspectors

Post Office Survey Sheet (continued)

Docket: 1367189 - 50642

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10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? No
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. City Property
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? city clerk
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? K43</p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route?</p> <p>c. How many boxes and miles will be added to the route? 112, box 0.00 Miles</p> <p>d. What would be the additional annual expense if the route is increased? 11354</p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? 5166</p> <p>f. At what time of the day does the carrier begin delivery to the community? 11:00 AM</p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? 0</p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less</p>

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>HOLLAND</u>	ZIP+4	<u>50642-7713</u>
Congressional District	<u>04</u>	Date	<u>06/20/2011</u>

- Incorporated? ☒ Yes ☐ No
Local government provided by: Mayor and council
Police protection provided by: Grundy County Sheriff Dept
Fire protection provided by: Holland Fire Department
School location: Grundy Center
- What population growth is expected? (Please document your source):
-6.32 Facilities Planning Website
- What residential, commercial, or business growth is expected? (Please document your source):
none Postmaster
History, (Are there any special historical events related to the community?)
Are there any special community events to consider?
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
Check with the field real estate office when verification is needed.)
none
- What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
combination
Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center, Do employees of the office offer assistance to senior citizens and handicapped)?
What provisions can be made for these services if the Post Office is discontinued?
Bulletin Board

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: HOLLAND

Office Zip+4: 50642-7713

District: HAWKEYE PFC

- | | | | | |
|--|---|-------------|------------------------|-------------|
| 1. | Enter the number of additional boxes to be added to the route | <u>0</u> | x 3.64 hours per year | <u>0.00</u> |
| 2. | Enter the number of additional miles to be added to the route | <u>0.00</u> | x 10.40 hours per year | <u>0.00</u> |
| Total time added to the route | | | | <u>0.00</u> |
| 3. | Enter the HCR hourly rate
(Contact Area Manager, Purchasing/Contracting Officer) | | | <u>0.00</u> |
| Total additional compensation (HCR hourly rate x total time added to the route) | | | | <u>0.00</u> |

Rural Route Cost Analysis Form

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Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: HOLLAND

Office Zip+4: 50642 -7713

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the rural route

112

2. Enter the number of additional miles to be added to the route
Enter the volume factor

0.50

2.30

Total (additional boxes x volume factor) 257.60

3. Enter the number of additional boxes to be added to the rural route

112

Centralized boxes

112.00

x 1.00 Min

112.00

Regular L route boxes

0.00

x 1.82 Min

0.00

Regular Non-L route boxes

0.00

x 2.00 Min

0.00

Total additional box allowance 112.00

4. Enter the number of additional daily miles to be added to the rural route

0.50

x 12 Mileage Standard

6.00

Total additional minutes per week (miles carried to two decimal places) 375.60

5. Total additional annual minutes (additional minutes per week year)

375.60

x 52 Weeks

19,531.20

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour)

19,531.20

/ 60 Minutes

325.52

7. Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated)

34.88

Total Annual Cost (additional annual hours x rural cost per hour) 11,354.14

8. Enter lock pouch allowance (if applicable)

0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 11,354.14

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 04/20/2010																								
2. Post Office Name HOLLAND		3. State and ZIP + 4 Code IA, 50642-7713																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County Grundy	7. Congressional District 04																									
8. Reason for Proposal to Discontinue (Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.)		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied: 06/20/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level: Downgraded from EAS-11 (150)EAS-11 d. No. of Clerks-0 No. of Career-0 No. of Non-Career-0 e. No. of Others-1 No. of Career-0 No. of Non-Career-1		a. Time M-F: 07:45 - 11:30, 12:30 - 16:15 Sat 07:45 - 09:15 Total Window Hours Per Week b. Lobby Time M-F: Sat closed 37.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 112 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 112 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions: 11.70		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>565</td> <td>63</td> </tr> <tr> <td>b. Newspaper</td> <td>286</td> <td>1</td> </tr> <tr> <td>c. Parcel</td> <td>8</td> <td>1</td> </tr> <tr> <td>d. Other</td> <td>5</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>844</td> <td>66</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>1</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	565	63	b. Newspaper	286	1	c. Parcel	8	1	d. Other	5	1	e. Total	844	66	f. No. of Postage Meters		0	g. No. of Permits		1
Types of Mail	Received	Dispatched																										
a. First-Class	565	63																										
b. Newspaper	286	1																										
c. Parcel	8	1																										
d. Other	5	1																										
e. Total	844	66																										
f. No. of Postage Meters		0																										
g. No. of Permits		1																										
15a. Quarters		15b. EAS Step 1 PM Basic Salary (see Code) \$ 33168																										
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> LEASED (if leased, expiration date) 12/31/2014 Annual Lease \$ 9600 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		c. PM Fringe Benefits (33.8% of b.) \$11,111																										
16. Explanatory Management Initiated		17. Schools, Churches and Organization in Service Area: No. 1 Cottas Presbyterian Church																										
18. Businesses in Service Area: No. 8 Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall Community Bldg. Jay's Storage Units New Hope Fellowship CR Church		19. Administrative/Managing Office (if different from above): Name: GRUNDY CENTER PO EAS Level: 18 Miles Away: 5.0 Window Service Hours: M-F 08:30-18:30 SAT Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 100																										
20. Nearest Post Office (if different from above): Name: GRUNDY CENTER PO EAS Level: 18 Miles Away: 5.0 Window Service Hours: M-F 08:30-18:30 SAT Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 100		21. Prepared by Printed Name and Title: ANGIE GREEN Signature: ANGIE GREEN (319) 390-2902 PO Discontinuance Coordinator Name: KAREN LENANE Telephone No. AC () (319) 395-2902 PS Form 4920, June 1993																										



A. Office

Name: HOLLAND State: IA Zip Code: 50642
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: Grundy
EAS Grade: 11 Finance Number: 184194
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/08/2011
Fax No: (319) 399-5502



05/04/11

OIC/POSTMASTER

SUBJECT: HOLLAND Post Office

Enclosed are questionnaires addressed to customers of the HOLLAND Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 05/20/11 for further review.

A handwritten signature in dark ink, appearing to read "Karen Lenane", written in a cursive style.

Karen Lenane
Post Office Review Coordinator
Enclosures



05/04/2011

POSTAL CUSTOMER
HOLLAND POST OFFICE
HOLLAND, IA 50642

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Holland Post Office retired on 06/30/2010. The Office is being studied for possible closing or consolidation for the following reasons: Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Grundy Center Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Grundy Center Post Office, located 5.0 miles away. Hours of service at this office are 08:30-16:30, Monday through Friday, and none on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/19/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Holland City Hall on Thursday, May 19, 2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

A handwritten signature in dark ink that reads "Thomas Allen".

THOMAS ALLEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOLLAND Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service
will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these
services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to
complete this questionnaire.



**POST OFFICE ON WHEELS
 SERVICES AVAILABLE FROM RURAL AND
 HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

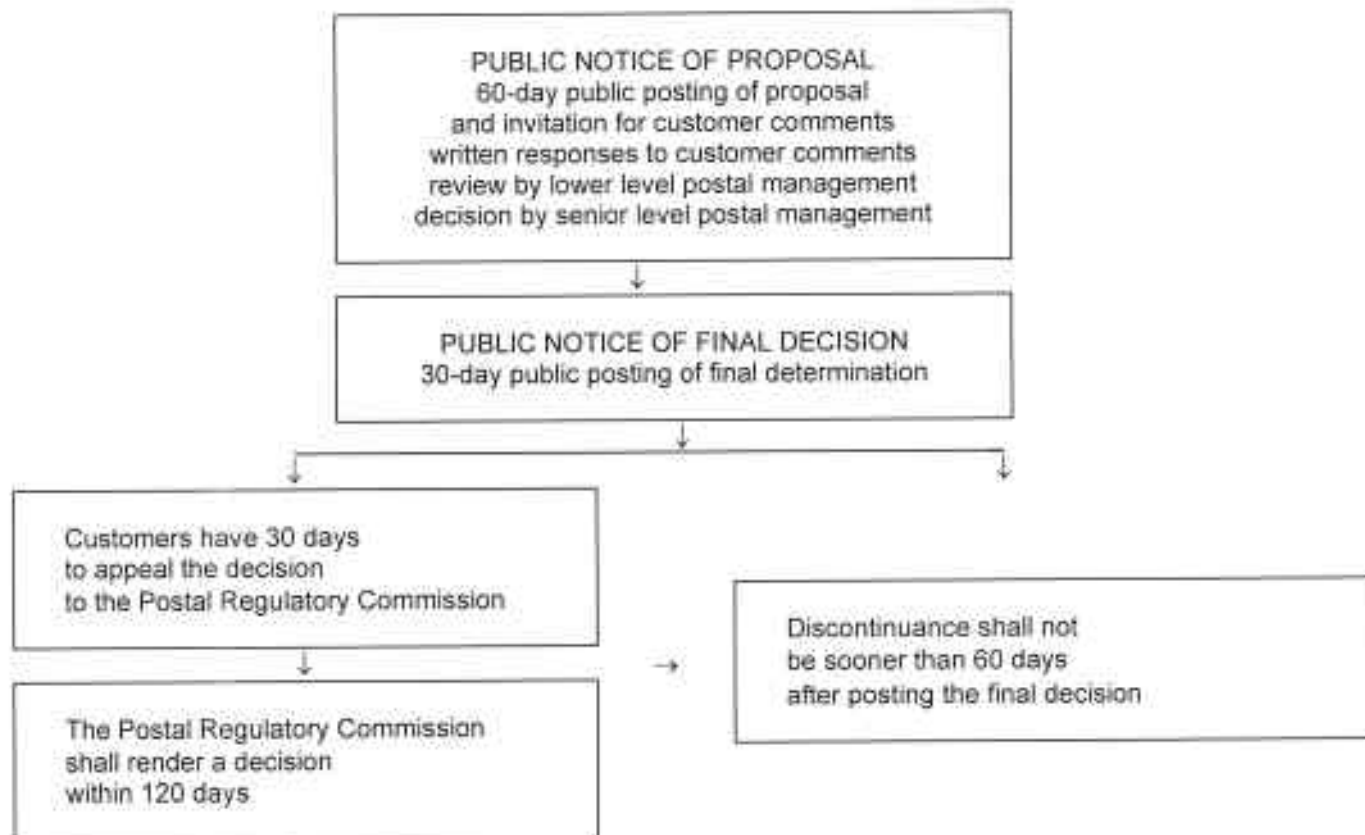
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Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

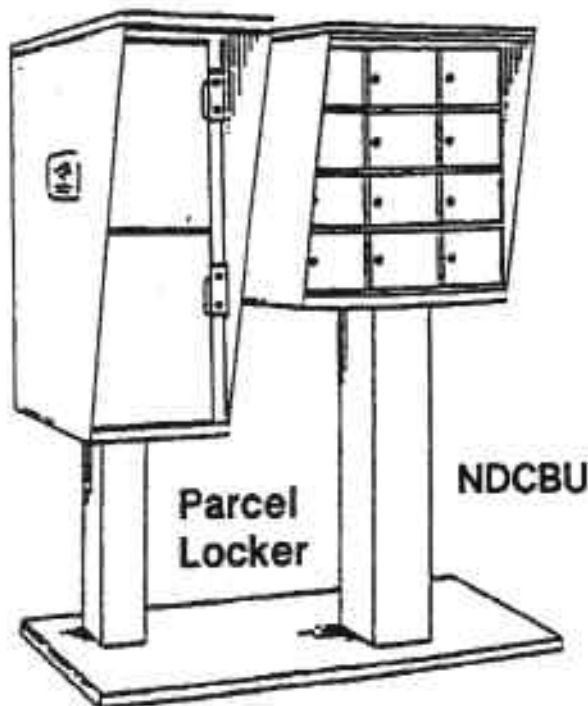
An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

1. Held at the Post Office until they return, or
2. Delivered to a specified friend or neighbor, or
3. Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the HOLLAND Post Office on 05/04/2011. Additionally, during the survey period, questionnaires were available at the HOLLAND Post Office to walk-in retail customers.

1.	Number of Questionnaires	
	Total Questionnaires distributed	230
	Favorable to proposal	8
	Unfavorable to proposal	11
	Expressing no opinion	51
	Total questionnaires received	70

Postal Concerns

The following postal concerns were expressed:

1. Concern (No Opinion):

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

2. Concern (No Opinion):

No Concern

Response:

3. Concern (Unfavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier.

4. Concern (Unfavorable):

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers, we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

3. Concern (No Opinion):

No Concern

Response:

4. Concern (No Opinion):

You expressed a concern if delivery time would be changed.

Response:

We do not know at this time if a possible discontinuance for the Hybrid Post Office would create the need of a route adjustment.

5. Concern (No Opinion):

You stated no delivery on Saturday.

Response:

The Postal Service has requested a change in five day delivery. This must be approved through Congress as we are Federally regulated. We are awaiting their response.

6. Concern (Unfavorable)
No Concern
Response:

Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 05/19/2011

Thomas Allen - Manager PO Operations

Time: 6:00 pm

Angie Green - PO Review Investigator

Wanda Christensen - PM Grundy Center

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Total Number of Customers Present:

42

Place: Holland City Hall

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Karen F. Krueger			
Patricia Nasson			
Kathleen Anderson			
Warren Anderson			
Don Brown			
Ed Schaefer			
Charles Brown			
Nancy Brown			
May Brown			
Bernard Brown			
Bob Beebe	Wesgate La	50681	
Mary Belde	Westgate La	50681	
Shirley Eade	Box 510 Holland, La	50642	319-824-2005
Charles Haman	Box 443 Holland, La	50642	319-824-6493
Heather Haman			

Community Meeting Roster

Postal Service Representative (Names and Titles)

Date: 05/19/2011

Thomas Allen - Manager PO Operations

Time 6:00 pm

Angie Green - PO Review Investigator

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2

Total Number of Customers Present:

Place: Holland City Hall

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Daryl Walters	P.O. BOX 2 Holland, IA	50642	319-830-1210
Kent & Alice Fawkes	Box 525 Holland, IA	50642	1-319-824-3143
Dan & MEYER	P.O. BOX 432 HOLLAND, IA	50642	1-319-830-4225
Kenneth Lattaro	P.O. BOX 421 Holland, IA	50642	319-824-3732
Sharon Kruger	Holland Fire Dept. PO Box 66 Holland, IA	50642	319-824-3201
Nedra Vaughan	105 Franklin, Box 504 Holland	50642	5A-824-3009
Brent Vaughan	105 Franklin Box 504 Holland	50642	319-824-3009
Larry Stoll	21155 K/KE	50642	319-824-6204
Nathan Stoll	105 Washington St. Holland	50642	319-824-5617
Renee Newlin	304 Main	50642	319-824-6652
Steward	" "	" "	" " "
Mark Cambers	309 Washington St. Holland	50642	319-839-6523
Diana Babber	Laundry Center	50638	319-824-6390
Sheila Harms	Aplington	50604	319-347-2866
Valorie Bond	306 Lincoln Ave	50642	319-824-3259

Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 05/19/2011

Thomas Allen - Manager PO Operations

Time 6:00 pm

Angie Green - PO Review Investigator

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Total Number of Customers Present:

Place: Holland City Hall

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Ronda Sternhagen	PO Box 501 Holland, IA	50642	319-824-6032
Ralph Sternhagen	PO Box 501 Holland, IA	50642	319-824-6032
Charles Kruse	PO Box 5 HOLLAND IA 50642	50642	319-824-6806
Betty Kruse	PO Box 5 Holland IA 50642	50642	319-824-6806
Leon Kruse	P.O. Box 34 Holland, IA	50642	319-824-3409
Michelle Cox	PO Box 506 Holland, IA	50642	319-824-5129
Daryl Walters	PO Box 2 Holland, IA	50642	319-830-1210
Matt Kuerner	PO Box 81 Holland, IA	50642	319-290-1982
Larry C. Hoop	18921 K Ave, Holland, IA	50642	319-824-6423
Debbie Hoop	18921 K Ave Holland	50642	319-824-6423
Kenneth (Crazy) Brink	Box 101, Holland, IA	50642	319-824-3252

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Unfavorable):
Customer wanted to know if it is true they read everyone must be within 7 miles of a Post Office.
Response:
I do not believe that statement is true.
2. Concern (Unfavorable):
Customer expressed a concern about package delivery and pickup.
Response:
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box parcel locker, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
3. Concern (Unfavorable):
Customers were concerned if the 7 CBU's will all go in one area.
Response:
We try to place the CBU's in one area for obvious efficiency and operational reasons.
4. Concern (Unfavorable):
Customers were concerned about rental on the CBU's.
Response:
No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grundy Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.
5. Concern (Unfavorable):
Customer was concerned if the Postal Service pays for rental of the current building.
Response:
Yes, we are under a lease through 2014 which contains a 30 day clause.
6. Concern (Unfavorable):
Is there an option to go to Grundy Center to get our mail?
Response:
You currently have the option to rent a PO Box in Grundy Center. A change of address would need to be completed, and we would forward your first class mail up to one year.
7. Concern (Unfavorable):
Customers were concerned how they would access their keys to the CBU boxes.
Response:
If a discontinuance is justified, we would know the date in advance and Pam (Holland's OIC) would be able to assign keys before the office would be closed.
8. Concern (Unfavorable):
Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the city hall rent free.
Response:
The Post Office is trying to eliminate expenses and although that may eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most cost effective manner.
9. Concern (Unfavorable):
Customers were concerned about a change of address.
Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
10. Concern (Unfavorable):
Customers were concerned about the placement of the cluster box unit.
Response:
We understand the placement of the cluster box unit is a large concern for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on land. Our recommendation is to have the subject on the agenda

for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.

11. Concern (Unfavorable):

Customer wanted to know if there was a final goal, such as one Post Office per county?

Response:

I am not aware of any final goals.

12. Concern (Unfavorable):

Customer wanted to know if they can put up curbside boxes on main street.

Response:

You would need to petition for rural delivery through your Post Office.

13. Concern (Unfavorable):

Customer asked about casual and TE appointments?

Response:

The USPS still uses those appointments in certain positions.

14. Concern (Unfavorable):

Customers were concerned if curbside/rural boxes are an option.

Response:

Curbside boxes are an option. Keep in mind that with curbside boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting which preference Holland residents decide.

15. Concern (Unfavorable):

Customer wanted to know where can we put the cluster box units, will kids and safety come into the decision?

Response:

Yes, safety will definitely be part of the decision. The placement of the CBU's depend on the availability of city property.

16. Concern (Unfavorable):

Customers wanted to know the size of the individual CBU and how many are in each unit.

Response:

The individual sizes are approximately 12" wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit.

17. Concern (Unfavorable):

Customer wanted to know if the timeline could be quicker than 6 to 9 months.

Response:

The timeline we give is approximate and from the beginning of the process of Holland which started about two months ago.

18. Concern (Unfavorable):

Customer wanted to know if their PO Box would be located on the outside of the CBU.

Response:

No, you would need to use your physical 911 address. Your PO box number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual.

19. Concern (Unfavorable):

Customer asked if the USPS hires a contractor to install the CBU's.

Response:

We hire a contractor to pour the concrete and prepare them for CBU installation. Our maintenance department then installs the CBU's onto the concrete pads.

20. Concern (Unfavorable):

Customer asked why it is difficult to replace Postmasters.

Response:

There is currently a hiring freeze placed on certain positions within the Postal Service at this time and Postmaster positions is one of them.

21. Concern (Unfavorable):

Customer wanted to know if there is a timeframe the CBU's (or curbside mailboxes) need to be installed.

Response:

The community will be notified if discontinuance is warranted by the Vice President of Retail and delivery with adequate time for installation.

22. Concern (Unfavorable):

Customer asked if FedEx and UPS pays the USPS to deliver their packages?

Response:

The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail.

using their private airplane service.

23. Concern (Unfavorable):

Customer wanted to know why express was not cheaper for Holland as it can not make it "overnight".

Response:

It is unfortunate that express can not be overnight in all areas, it is determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequent customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress.

24. Concern (Unfavorable):

Customer wanted to know what the USPS does with the individual PO boxes should their be a discontinuance.

Response:

The USPS tries to reuse any equipment we can. If they are not needed, we would possibly place them up for sale.

25. Concern (Unfavorable):

Customers wanted to know if a study has been done on the costs to have the rural carrier versus the Postmaster sort the mail.

Response:

The cost savings is included in this study and will be available for public viewing when the proposal is posted.

26. Concern (Unfavorable):

Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?

Response:

The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.

27. Concern (Unfavorable):

Customers were concerned about what to do and who to contact if going on vacation.

Response:

You may hold your mail by calling the Grundy Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to alleviate a trip to Grundy Center to pick up your mail.

28. Concern (Unfavorable):

Customer wanted to know if the study addressed the concern to travel to Grundy center to mail letters and purchase stamps?

Response:

Customers may mail letters in the CBU's, as there is an outgoing mail slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day.

29. Concern (Unfavorable):

Customers were concerned about permit mailing

Response:

You expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

30. Concern (Unfavorable):

Customer that owns the building leased wanted to know what would happen to the contract they have through 2014.

Response:

The USPS fulfills all contractual agreements. This specific contract for Holland has a 30 day termination clause. All other facility questions must be directed to our facility department in Denver Colorado.

31. Concern (Unfavorable):

Customers were concerned if the study would involve permanently keeping the three hour office open as it operates currently.

Response:

This study is for possible discontinuance. It involves providing service effectively and regularly in a more cost efficient manner through the rural carrier.

32. Concern (Unfavorable):

Customer wanted to know if the cost of rent and utilities is the biggest concern of our expenses.

Response:

I would say that no, it is not the largest concern, but it is within our control in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance.

33. Concern (Unfavorable):

Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.

Response:

The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.

- Concern (Unfavorable):
34. Customers wanted to know if many small town Post Offices start closing if the administrative post offices could remain open for Saturday hours.
- Response:
Your concern will be noted and added to the study.
- Concern (Unfavorable):
35. Customer wanted to know who is responsible for snow removal.
- Response:
The USPS is responsible for snow removal.
- Concern (Unfavorable):
36. Customers were concerned about obtaining services from the carrier
- Response:
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- Concern (Unfavorable):
37. Customer was concerned about the salaries of the Postal employees, do Postmasters make more or Rural carriers?
- Response:
We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance.
- Concern (Unfavorable):
38. Customers wanted to know if the boxes could stay inside the Post Office where they are now and have the rural carrier service them in the building.
- Response:
The Postal Service is trying to reduce our footprint by reducing building usage and expenses when CBU's are accessible outside.
- Concern (Unfavorable):
39. Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices. Should the USPS stand up to the unions?
- Response:
The USPS is dealing with issues within their control. Providing service via rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels.
- Concern (Unfavorable):
40. Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS?
- Response:
Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a

study being conducted on that issue.

41. **Concern (Unfavorable):**
Customers were concerned about keeping Holland IA and 50642 in the last line of their address.
Response:
There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.
42. **Concern (Unfavorable):**
Customer wanted to know if they can write to USPS Consumer Affairs at any time.
Response:
Yes, you may write to Consumer Affairs at any given time. I can supply you with a prepaid envelope to use.
43. **Concern (Unfavorable):**
Customer wanted to know if the Evansdale Postmaster retired and did that PO close?
Response:
Evansdale is considered a "branch" which falls under management of the Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches.
44. **Concern (Unfavorable):**
Customer wanted to know if I were a resident of Holland, what would I place on my questionnaire to help keep the Post Office open?
Response:
It is hard to determine what to say that could help keep the Post Office open. I can not guarantee anything said will prevent this discontinuance from being approved. The likelihood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances, so I have not seen one closed, nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study.
45. **Concern (Unfavorable):**
Customer wanted to know how many Post Offices in Iowa are being looked at to discontinue.
Response:
Currently we are studying 82 offices for possible discontinuance.

Nonpostal Concerns



DOCKET NO 1367189-50642
ITEM NO 26
PAGE 1

Memo to the record

6/8/2011

Re: Community Meeting Letter

The questionnaire letter and the community meeting letter were combined into one letter as seen in item 21. No need to have another community meeting letter.

A handwritten signature in cursive script that reads "Angie Green".

Angie Green
Post Office Review Investigator



A. Office

Name:	HOLLAND	State:	IA	Zip Code:	50542
Area:	WESTERN	District:	HAWKEYE PFC		
Congressional District:	04	County:	Grundy		
EAS Grade:	11	Finance Number:	184154		
Post Office:	<input checked="" type="checkbox"/>	Classified Station:	<input type="checkbox"/>	Classified Branch:	<input type="checkbox"/> CPO <input type="checkbox"/>

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/08/2011
Fax No: (319) 399-5502



A. Office

Name: HOLLAND State: IA Zip Code: 50542
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: Grundy
EAS Grade: 11 Finance Number: 184184
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/20/2011
Fax No: (319) 399-5502

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

- ☒ Tell what we are doing and why.
- ☒ Is reason for discontinuance justified and documented in the record?
- ☒ If suspended, what type of alternate service customers are now receiving?
- ☒ Reason for vacancy and information on postmaster/OIC.
- ☒ Number of customers and type of service they received and will receive.
- ☒ Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- ☒ Last three fiscal years of revenue and revenue units.
- ☒ Decline in service workload/reduction in EAS level, if appropriate.
- ☒ Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
- ☒ Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
- ☒ If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
- ☒ Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
- ☒ Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
- ☒ Information on petitions and congressional inquiries included with Postal Service responses.
- ☒ Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
- ☒ Advantages and disadvantages of proposed alternate service.
- ☒ Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

- ☒ Brief background of area, community government, population, etc.
- ☒ Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- ☒ Was Post Office used as meeting place?
- ☒ Was Post Office a shelter for a bus stop?
- ☒ Did the Post Office have a public bulletin board?
- ☒ Were government forms available at the Post Office?
- ☒ Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- ☒ What is the historical value of the office?
- ☒ Is an address change necessary?
- ☒ Will the community identity be preserved?
- ☒ What are the growth trends (flat, up, down)?
- ☒ Were any other nonpostal items identified?

Section III

Effect on Employees

- ☒ Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___ Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	33168
\$	11111
\$	3600
\$	47879
-	11354
\$	35981

A one-time expense of \$ 5166 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date

6-20-11

6-20-11



06/17/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the HOLLAND Post Office
Docket No: 1367189

This is to advise you that on 06/27/2011, I will post for public comment a proposal to close the HOLLAND Post Office in Grundy, Congressional District No. 04.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



06/20/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
HOLLAND Proposal
Docket No. 1367189 - 50642

Please post the enclosed proposal to close the HOLLAND Post Office in the lobby. The proposal must be posted in a prominent place from 06/27/2011 through close of business on 08/28/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

A handwritten signature in black ink, appearing to read "K. Lenane".

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4820
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 06/27/2011

Date of Removal: 08/28/2011



UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the Holland Post Office:

The Postal Service is considering the close of the Holland Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/27/2011 through 08/28/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Holland Post Office and Grundy Center Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 06/27/2011

Date of Removal: 08/28/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
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Thank you for your assistance.

THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO. 1367189-50642
ITEM NO. 33
PAGE 1

Date of Posting: 06/27/2011

Posting Round Date:



Date of Removal: 08/28/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

DOCKET NO. 1367189-50642
ITEM NO. 33
PAGE 1A



Date of Posting: 06/27/2011

Posting Round Date:

Date of Removal: 08/28/2011



Removal Round Date:

PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on June 30, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

The Holland Post Office, an EAS-11 level, provides service from 07:45 - 10:15 Monday - Friday, 07:45 - 09:15 Saturday and lobby hours of 7:30 am - 9:30 pm on Monday - Friday and 7:30am-4:00pm on Saturday to 112 post office box or general delivery customers and 124 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$36,696 (96 revenue units) in FY 2008; \$31,578 (82 revenue units) in FY 2009; and \$25,078 (65 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Holland City Hall to answer questions and provide information to customers. 42 customer(s) attended the meeting.

On May 04, 2011, 230 questionnaires were distributed to delivery customers of the Holland Post Office. Questionnaires were also available over the counter for retail customers at the Holland Post Office. 69 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 10 unfavorable, and 51 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Grundy Center Post Office, an EAS-18 level office. Window service hours at the Grundy Center Post Office are from 08:30-16:30, Monday through Friday, and none on Saturday. There are 100 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers questioned the economic savings of the proposed discontinuance. |
| Response: | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. |
| 2. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. |
| 3. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed. |
| 4. Concern: | Customers were concerned about later delivery of mail. |
| Response: | The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest |

fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

5. **Concern:** You expressed a concern if delivery time would be changed.
- Response:** We do not know at this time if a possible discontinuance for the Holland Post Office would create the need of a route adjustment.
6. **Concern:** You stated no delivery on Saturday.
- Response:** The Postal Service has requested a change to five day delivery. This must be approved through Congress as we are Federally regulated. We are awaiting their response.
7. **Concern:** Customer asked about casual and TE appointments?
- Response:** The USPS still uses those appointments in certain positions.
8. **Concern:** Customer asked if FedEx and UPS pays the USPS to deliver their packages?
- Response:** The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail using their private airplane service.
9. **Concern:** Customer asked if the USPS hires a contractor to install the CBU's.
- Response:** We hire a contractor to pour the concrete and prepare them for CBU installation. Our maintenance department then installs the CBU's onto the concrete pads.
10. **Concern:** Customer asked why it is difficult to replace Postmasters.
- Response:** There is currently a hiring freeze placed on certain positions within the Postal Service at this time and Postmaster positions is one of them.
11. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
12. **Concern:** Customer that owns the building leased wanted to know what would happen to the contract they have through 2014.
- Response:** The USPS fulfills all contractual agreements. This specific contract for Holland has a 30 day termination clause. All other facility questions must be directed to our facility department in Denver Colorado.
13. **Concern:** Customer wanted to know how many Post Offices in Iowa are being looked at to discontinue.
- Response:** Currently we are studying 82 offices for possible discontinuance.
14. **Concern:** Customer wanted to know if I were a resident of Holland, what would I place on my questionnaire to help keep the Post Office open?

Response: It is hard to determine what to say that could help keep the Post Office open, I can not guarantee anything said will prevent this discontinuance from being approved. The likelihood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances, so I have not seen one closed, nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study.

15. **Concern:** Customer wanted to know if it is true they read everyone must be within 7 miles of a Post Office.

Response: I do not believe that statement is true.

16. **Concern:** Customer wanted to know if the cost of rent and utilities is the biggest concern of our expenses.

Response: I would say that no, it is not the largest concern, but it is within our control in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance.

17. **Concern:** Customer wanted to know if the Evansdale Postmaster retired and did that PO close?

Response: Evansdale is considered a "branch" which falls under management of the Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches.

18. **Concern:** Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices, Should the USPS stand up to the unions?

Response: The USPS is dealing with issues within their control. Providing service via rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels.

19. **Concern:** Customer wanted to know if the study addressed the concern to travel to Grundy center to mail letters and purchase stamps?

Response: Customers may mail letters in the CBU's, as there is an outgoing mail slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day.

20. **Concern:** Customer wanted to know if the timeline could be quicker than 6 to 9 months.

Response: The timeline we give is approximate and from the beginning of the process of Holland which started about two months ago.

21. **Concern:** Customer wanted to know if their PO Box would be located on the outside of the CBU.

Response: No, you would need to use your physical 911 address. Your PO box number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual.

22. **Concern:** Customer wanted to know if there is a timeframe the CBU's (or curbside mailboxes) need to be installed.

Response: The community will be notified if discontinuance is warranted by the Vice President of Retail and delivery with adequate time for installation.

23. **Concern:** Customer wanted to know if there was a final goal, such as one Post Office per county?

- Response:** I am not aware of any final goals.
24. **Concern:** Customer wanted to know if they can put up curbside boxes on main street.
- Response:** The customer would need to petition for rural delivery through your Post Office.
25. **Concern:** Customer wanted to know if they can write to USPS Consumer Affairs at any time.
- Response:** Yes, you may write to Consumer Affairs at any given time. I can supply you with a prepaid envelope to use.
26. **Concern:** Customer wanted to know what the USPS does with the individual PO boxes should their be a discontinuance.
- Response:** The USPS tries to reuse any equipment we can. If they are not needed, we would possibly place them up for sale.
27. **Concern:** Customer wanted to know where can we put the cluster box units, will kids and safety come into the decision?
- Response:** Yes, safety will definitely be part of the decision. The placement of the CBU's depend on the availability of city property.
28. **Concern:** Customer wanted to know who is responsible for snow removal.
- Response:** The USPS is responsible for snow removal.
29. **Concern:** Customer wanted to know why express was not cheaper for Holland as it can not make it "overnight".
- Response:** It is unfortunate that express can not be overnight in all areas, it is determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequent customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress.
30. **Concern:** Customer was concerned about the salaries of the Postal employees, do Postmasters make more or Rural carriers?
- Response:** We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance.
31. **Concern:** Customer was concerned if the Postal Service pays for rental of the current building.
- Response:** Yes, we are under a lease through 2014 which contains a 30 day clause.
32. **Concern:** Customers wanted to know if a study has been done on the costs to have the rural carrier versus the Postmaster sort the mail.
- Response:** The cost savings is included in this study and will be available for public viewing when the proposal is posted.
33. **Concern:** Customers wanted to know if many small town Post Offices start closing if the administrative post offices could remain open for Saturday hours.
- Response:** The customer's concern will be noted and added to the study.
34. **Concern:** Customers wanted to know if the boxes could stay inside the Post Office where they are now and have the rural carrier service them in the building.
- Response:** The Postal Service is trying to reduce our footprint by reducing building usage and expenses when CBU's are accessible outside.
35. **Concern:** Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS?

Response:

Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a study being conducted on that issue.

36. **Concern:**

Customers wanted to know the size of the individual CBU and how many are in each unit.

Response:

The individual sizes are approximately 12" wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit.

37. **Concern:**

Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.

Response:

The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.

38. **Concern:**

Customers were concerned about a change of address

Response:

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

39. **Concern:**

Customers were concerned about keeping Holland IA and 50642 in the last line of their address.

Response:

There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.

40. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

41. **Concern:** Customers were concerned about permit mailing
- Response:** The customer expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
42. **Concern:** Customers were concerned about rental on the CBU's.
- Response:** No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grady Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.
43. **Concern:** Customers were concerned about the placement of the cluster box unit.
- Response:** We understand the placement of the cluster box unit is a large concern for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on land. Our recommendation is to have the subject on the agenda for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.
44. **Concern:** Customers were concerned about what to do and who to contact if going on vacation.
- Response:** The customer may hold your mail by calling the Grady Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to alleviate a trip to Grady Center to pick up your mail.
45. **Concern:** Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?
- Response:** The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.
46. **Concern:** Customers were concerned how they would access their keys to the CBU boxes.
- Response:** If a discontinuance is justified, we would know the date in advance and Pam (Holland's OIC) would be able to assign keys before the office would be closed.
47. **Concern:** Customers were concerned if curbside/rural boxes are an option.
- Response:** Curbside boxes are an option. Keep in mind that with curbside boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting which preference Holland residents decide.
48. **Concern:** Customers were concerned if the 7 CBU's will all go in one area.
- Response:** We try to place the CBU's in one area for obvious efficiency and operational reasons.

49. **Concern:** Customers were concerned if the study would involve permanently keeping the three hour office open as it operates currently.
- Response:** This study is for possible discontinuance. It involves providing service effectively and regularly in a more cost efficient manor through the rural carrier.
50. **Concern:** Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the city hall rent free.
- Response:** The Post Office is trying to eliminate expenses and although that may eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most cost effective manner.
51. **Concern:** Is there an option to go to Grundy Center to get our mail?
- Response:** The customer currently have the option to rent a PO Box in Grundy Center. A change of address would need to be completed, and we would forward your first class mail up to one year.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Holland is an incorporated community located in Grundy County. The community is administered politically by Mayor and council. Police protection is provided by the Grundy County Sheriff Dept. Fire protection is provided by the Holland Fire Department. The community is comprised of combination, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Colfax Presbyterian Church, Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bldg. Jay's Storage Units New Hope Fellowship CR Church. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holland Post Office will be available at the Grundy Center Post Office. Government forms normally provided by the Post Office will also be available at the Grundy Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on June 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,981 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 3,500</u>
Total Annual Costs	\$ 47,879
Less Annual Cost of Replacement Service	<u>- \$ 11,898</u>
Total Annual Savings	<u>\$ 35,981</u>

A one-time expense of \$ 5166 will be incurred for installation of CBUs and 0 parcel locker(s).

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on June 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Holland Post Office provided delivery and retail service to 112 PO Box or general delivery customers and 124 delivery route customers. The daily retail window transactions averaged 12. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$35,981 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials: Copies of all materials upon which this proposal is based are available for public inspection at the Holland Post Office and Grundy Center Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



THOMAS ALLEN
Manager, Post Office Operations

06/27/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HOLLAND Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



08/29/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/28/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Lenane".

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



A. Office

Name: HOLLAND State: IA Zip Code: 50542
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: GRUNDY
EAS Grade: 11 Finance Number: 184194
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 09/12/2011
Fax No: (319) 399-5602

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 08/29/2011

Postal Customers of the Holland Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Holland Post Office, which was posted 06/27/2011 through 08/28/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Holland Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, flowing style.

THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



09/12/2011

MEMO TO THE RECORD

SUBJECT: HOLLAND
Docket Number 1367189 - 50642

The proposal to consolidate the HOLLAND was posted with an "Invitation for Comments," at the HOLLAND from 06/27/2011 through 08/28/2011. No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District



A. Office

Name: HOLLAND State: IA Zip Code: 50642
Area: WESTERN District: HAWKEYE PFC
Congressional District: 04 County: GRUNDY
EAS Grade: 11 Finance Number: 184194
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 09/12/2011
Fax No: (319) 399-5502

Date of Posting: 06/27/2011

Posting Round Date:

Date of Removal: 08/28/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE HOLLAND, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1367189 - 50642

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on June 30, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

The Holland Post Office, an EAS-11 level, provides service from 07:45 - 10:15 Monday - Friday, 07:45 - 09:15 Saturday and lobby hours of 7:30 am - 9:30 pm on Monday - Friday and 7:30am-4:00pm on Saturday to 112 post office box or general delivery customers and 124 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$36,696 (96 revenue units) in FY 2008; \$31,576 (62 revenue units) in FY 2009; and \$25,078 (65 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Holland City Hall to answer questions and provide information to customers; 42 customer(s) attended the meeting.

On May 04, 2011, 230 questionnaires were distributed to delivery customers of the Holland Post Office. Questionnaires were also available over the counter for retail customers at the Holland Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 11 unfavorable, and 51 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Grundy Center Post Office, an EAS-18 level office. Window service hours at the Grundy Center Post Office are from 08:30-16:30, Monday through Friday, and none on Saturday. There are 100 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers questioned the economic savings of the proposed discontinuance. |
| Response: | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. |
| 2. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. |
| 3. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed. |
| 4. Concern: | Customers were concerned about later delivery of mail. |
| Response: | The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest |

fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

5. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
6. **Concern:** You expressed a concern if delivery time would be changed.
- Response:** We do not know at this time if a possible discontinuance for the Holland Post Office would create the need of a route adjustment.
7. **Concern:** You stated no delivery on Saturday.
- Response:** The Postal Service has requested a change to five day delivery. This must be approved through Congress as we are Federally regulated. We are awaiting their response.
8. **Concern:** Customer asked about casual and TE appointments?
- Response:** The USPS still uses those appointments in certain positions.
9. **Concern:** Customer asked if FedEx and UPS pays the USPS to deliver their packages?
- Response:** The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail using their private airplane service.
10. **Concern:** Customer asked if the USPS hires a contractor to install the CBU's.
- Response:** We hire a contractor to pour the concrete and prepare them for CBU installation. Our maintenance department then installs the CBU's onto the concrete pads.
11. **Concern:** Customer asked why it is difficult to replace Postmasters.
- Response:** There is currently a hiring freeze placed on certain positions within the Postal Service at this time and Postmaster positions is one of them.
12. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
13. **Concern:** Customer that owns the building leased wanted to know what would happen to the contract they have through 2014.
- Response:** The USPS fulfills all contractual agreements. This specific contract for Holland has a 30 day termination clause. All other facility questions must be directed to our facility department in Denver Colorado.
14. **Concern:** Customer wanted to know how many Post Offices in Iowa are being looked at to discontinue.
- Response:** Currently we are studying 82 offices for possible discontinuance.

15. **Concern:** Customer wanted to know if I were a resident of Holland, what would I place on my questionnaire to help keep the Post Office open?
- Response:** It is hard to determine what to say that could help keep the Post Office open, I can not guarantee anything said will prevent this discontinuance from being approved. The likelihood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances, so I have not seen one closed, not overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study.
16. **Concern:** Customer wanted to know if it is true they read everyone must be within 7 miles of a Post Office.
- Response:** I do not believe that statement is true.
17. **Concern:** Customer wanted to know if the cost of rent and utilities is the biggest concern of our expenses.
- Response:** I would say that no, it is not the largest concern, but it is within our control in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance.
18. **Concern:** Customer wanted to know if the Evansdale Postmaster retired and did that PO close?
- Response:** Evansdale is considered a "branch" which falls under management of the Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches.
19. **Concern:** Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices. Should the USPS stand up to the unions?
- Response:** The USPS is dealing with issues within their control. Providing service via rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels.
20. **Concern:** Customer wanted to know if the study addressed the concern to travel to Grundy center to mail letters and purchase stamps?
- Response:** Customers may mail letters in the CBU's, as there is an outgoing mail slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day.
21. **Concern:** Customer wanted to know if the timeline could be quicker than 6 to 9 months.
- Response:** The timeline we give is approximate and from the beginning of the process of Holland which started about two months ago.
22. **Concern:** Customer wanted to know if their PO Box would be located on the outside of the CBU.
- Response:** No, you would need to use your physical 911 address. Your PO box number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual.
23. **Concern:** Customer wanted to know if there is a timeframe the CBU's (or curbside mailboxes) need to be installed.
- Response:** The community will be notified if discontinuance is warranted by the Vice President of Retail and delivery with adequate time for installation.

24. **Concern:** Customer wanted to know if there was a final goal, such as one Post Office per county?
- Response:** I am not aware of any final goals.
25. **Concern:** Customer wanted to know if they can put up curbside boxes on main street.
- Response:** The customer would need to petition for rural delivery through your Post Office.
26. **Concern:** Customer wanted to know if they can write to USPS Consumer Affairs at any time.
- Response:** Yes, you may write to Consumer Affairs at any given time. I can supply you with a prepaid envelope to use.
27. **Concern:** Customer wanted to know what the USPS does with the individual PO boxes should their be a discontinuance.
- Response:** The USPS tries to reuse any equipment we can. If they are not needed, we would possibly place them up for sale.
28. **Concern:** Customer wanted to know where can we put the cluster box units, will kids and safety come into the decision?
- Response:** Yes, safety will definitely be part of the decision. The placement of the CBU's depend on the availability of city property.
29. **Concern:** Customer wanted to know who is responsible for snow removal.
- Response:** The USPS is responsible for snow removal.
30. **Concern:** Customer wanted to know why express was not cheaper for Holland as it can not make it "overnight".
- Response:** It is unfortunate that express can not be overnight in all areas, it is determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequent customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress.
31. **Concern:** Customer was concerned about the salaries of the Postal employees, do Postmasters make more or Rural carriers?
- Response:** We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance.
32. **Concern:** Customer was concerned if the Postal Service pays for rental of the current building.
- Response:** Yes, we are under a lease through 2014 which contains a 30 day clause.
33. **Concern:** Customers wanted to know if a study has been done on the costs to have the rural carrier versus the Postmaster sort the mail.
- Response:** The cost savings is included in this study and will be available for public viewing when the proposal is posted.
34. **Concern:** Customers wanted to know if many small town Post Offices start closing if the administrative post offices could remain open for Saturday hours.
- Response:** The customer's concern will be noted and added to the study.
35. **Concern:** Customers wanted to know if the boxes could stay inside the Post Office where they are now and have the rural carrier service them in the building.
- Response:** The Postal Service is trying to reduce our footprint by reducing building usage and expenses when CBU's are accessible outside.

36. **Concern:** Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS?
- Response:** Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a study being conducted on that issue.
37. **Concern:** Customers wanted to know the size of the individual CBU and how many are in each unit.
- Response:** The individual sizes are approximately 12" wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit.
38. **Concern:** Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.
- Response:** The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.
39. **Concern:** Customers were concerned about a change of address.
- Response:** The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
40. **Concern:** Customers were concerned about keeping Holland IA and 50642 in the last line of their address.
- Response:** There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.
41. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate

payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

42. **Concern:** Customers were concerned about permit mailing
- Response:** The customer expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
43. **Concern:** Customers were concerned about rental on the CBU's.
- Response:** No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grudy Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.
44. **Concern:** Customers were concerned about the placement of the cluster box unit.
- Response:** We understand the placement of the cluster box unit is a large concern for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on land. Our recommendation is to have the subject on the agenda for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.
45. **Concern:** Customers were concerned about what to do and who to contact if going on vacation.
- Response:** The customer may hold your mail by calling the Grudy Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to alleviate a trip to Grundy Center to pick up your mail.
46. **Concern:** Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?
- Response:** The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.
47. **Concern:** Customers were concerned how they would access their keys to the CBU boxes.
- Response:** If a discontinuance is justified, we would know the date in advance and Pam (Holland's OIC) would be able to assign keys before the office would be closed.
48. **Concern:** Customers were concerned if curbside/rural boxes are an option.
- Response:** Curbside boxes are an option. Keep in mind that with curbside boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting which preference Holland residents decide.
49. **Concern:** Customers were concerned if the 7 CBU's will all go in one area.

Response:

We try to place the CBU's in one area for obvious efficiency and operational reasons.

50. **Concern:**

Customers were concerned if the study would involve permanently keeping the three hour office open as it operates currently.

Response:

This study is for possible discontinuance. It involves providing service effectively and regularly in a more cost efficient manner through the rural carrier.

51. **Concern:**

Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the city hall rent free.

Response:

The Post Office is trying to eliminate expenses and although that may eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most cost effective manner.

52. **Concern:**

Is there an option to go to Grundy Center to get our mail?

Response:

The customer currently have the option to rent a PO Box in Grundy Center. A change of address would need to be completed, and we would forward your first class mail up to one year.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Holland is an incorporated community located in GRUNDY County. The community is administered politically by Mayor and council. Police protection is provided by the Grundy County Sheriff Dept. Fire protection is provided by the Holland Fire Department. The community is comprised of combination, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Colfax Presbyterian Church, Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bldg. Jay's Storage Units New Hope Fellowship CR Church. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holland Post Office will be available at the Grundy Center Post Office. Government forms normally provided by the Post Office will also be available at the Grundy Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on June 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 36,525 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 3,600</u>
Total Annual Costs	\$ 47,879
Less Annual Cost of Replacement Service	<u>- \$ 11,354</u>
Total Annual Savings	<u>\$ 36,525</u>

A one-time expense of \$ 5166 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on June 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Holland Post Office provided delivery and retail service to 112 PO Box or general delivery customers and 124 delivery route customers. The daily retail window transactions averaged 12. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$36,525 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Grundy Center Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



THOMAS ALLEN
Manager, Post Office Operations

06/27/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/04/2011																								
2. Post Office Name HOLLAND		3. State and ZIP + 4 Code IA, 50642-7713																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County GRUNDY	7. Congressional District 04																									
8. Reason for Proposal to Discontinue Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied: 06/03/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150): Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F 07:45 - 10:15 b. Time M-F 7:30 am - 9:30 pm c. Time Sat 07:45 - 09:15 d. Time Sat 7:30am-4:00pm Total Volunteer Hours Per Week 37.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 112 c. City Delivery 0 d. Rural Delivery 124 e. Highway Contract Route Box 0 f. Total 236 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 11.70		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>565</td> <td>63</td> </tr> <tr> <td>b. Newspaper</td> <td>386</td> <td>1</td> </tr> <tr> <td>c. Parcel</td> <td>8</td> <td>1</td> </tr> <tr> <td>d. Other</td> <td>5</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>944</td> <td>66</td> </tr> <tr> <td>f. No. of Postage Makers</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>1</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	565	63	b. Newspaper	386	1	c. Parcel	8	1	d. Other	5	1	e. Total	944	66	f. No. of Postage Makers		0	g. No. of Permits		1
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f. No. of Postage Makers		0																										
g. No. of Permits		1																										
15a. Financials - FY		15b. EAS Step 1																										
2006 \$ 35,590 2009 \$ 31,578 2010 \$ 25,078		PM Basic Salary (inc Cost) \$ 33168 c. PM Fringe Benefits (33.6% of b.) \$11,111																										
16a. Options																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (If Leased, Expiration Date 12/31/2014) Annual Lease \$ 3000 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain: NA Management Initiated.																												
17. Schools, Churches and Organization in Service Area No. 1 Catholics Presbyterian Church		19. Administrative/Managing Office (Proposed) Name: GRUNDY CENTER EAS Level: 18 Miles Away: 5.0 Window Service Hours: M-F 08:30-18:30 SAT: none Lobby Hours: M-F 24 HOURS SAT 24 Hours PO Boxes Available: 100																										
18. Businesses in Service Area No. 6 Holland Post Office Holland Volunteer Fire Dept, Heartland Cooperatives Elevator Lone Tree Inn City Hall Community Bldg, Jay's Storage Units New Hope Fellowship CR Church		20. Nearest Post Office (if different from above): Name: GRUNDY CENTER EAS Level: 18 Miles Away: 5.0 Window Service Hours: M-F 08:30-18:30 SAT: none Lobby Hours: M-F 24 HOURS SAT 24 Hours PO Boxes Available: 100																										
21. Prepared by																												
Printed Name and Title ANDIE GREEN		Signature ANDIE GREEN		Telephone No. AC 0 (319) 399-2902																								
PO Discontinuance Coordinator Name KAREN LEMARE		Telephone No. AC 0 (319) 399-2902		Location CEDAR RAPIDS, IOWA																								



09/12/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
HOLLAND
Docket Number 1367189 - 50642

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Gail M. Duba".

GAIL DUBA
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: HOLLAND, IA, 50642-7713
 EAS Level: 11
 District: HAWKEYE PFC
 County: GRUNDY
 Congressional District: 04
 Proposal: ☒ Close ☐ Consolidate
 Reason For Proposal: retired
 Alternate Service Proposed: Rural Route Service
 Customers Affected:
 Post Office Box: 112
 General Delivery: 0
 Rural Route: 0
 Highway Contract Route (HCR): 0
 City Route: 0
 Intermediate Rural: 0
 Intermediate HCR: 0
 Total number of customers: 112

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
05/30/2010	Postmaster vacancy occurred. Reason: retired.
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
04/01/2011	District manager authorization to study.
05/04/2011	Questionnaires sent to customers. Number sent: 230 Number Returned: 70 Analysis: Favorable: 8 Unfavorable: 11 No Opinion: 51.
	Petition received. Number of signatures: 0 Concerns expressed:
	Congressional inquiry received. No Concerns expressed.
06/20/2011	Proposal and checklist sent to district for review.
06/17/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
06/20/2011	Proposal and invitation for comments posted and round-dated.
08/12/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable: 0 Unfavorable: 0 No Opinion: 0 0
None	Premature PRC appeal received. Concerns expressed:
06/04/2011	Updated PS Form 4920 completed (if necessary).
06/12/2011	Certification of the official record.
03/16/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
05/23/2011	Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted.
10/05/2011	Final determination posted at affected office(s) and round-dated.
11/09/2011	Final determination removed and round-dated.
01/13/2012	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
11/15/2011	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

KAREN LENANE
 Name/Title
KAREN LENANE
 District Post Office Review Coordinator

(319) 399-2902
 Telephone Number

(319) 399-2902
 Telephone Number



09/16/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Holland Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Thomas Allen Manager Post Office Operations.

A handwritten signature in cursive script, appearing to read "Gail M. Hendrix".

GAIL HENDRIX
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1367189.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the HOLLAND was received by 09/23/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

SUBJECT ID: 1367189-50642
ITEM NO. 47
PAGE 1

Date of Posting: 10/05/2011

Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE
THE HOLLAND, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on June 30, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study to request for discontinuance based on declining workload, declining volumes, revenue and the ability of the Postal Service to provide effective and regular service by alternate means.

The Holland Post Office, an EAS-11 level, provides service from 07:45 - 10:15 Monday - Friday, 07:45 - 09:15 Saturday and lobby hours of 7:30 am - 9:30 pm on Monday - Friday and 7:30am-4:00pm on Saturday to 112 post office box or general delivery customers and 124 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$36,696 (96 revenue units) in FY 2008; \$31,576 (82 revenue units) in FY 2009; and \$25,078 (65 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Holland City Hall to answer questions and provide information to customers. 42 customer(s) attended the meeting.

On May 04, 2011, 230 questionnaires were distributed to delivery customers of the Holland Post Office. Questionnaires were also available over the counter for retail customers at the Holland Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 11 unfavorable, and 51 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Grundy Center Post Office, an EAS-18 level office. Window service hours at the Grundy Center Post Office are from 08:30-16:30, Monday through Friday, and none on Saturday. There are 100 post office boxes available.

The proposal to close the Holland Post Office was posted with an invitation for comment at the Holland Post Office and Grundy Center Post Office from June 27, 2011 to August 26, 2011. The following additional concerns were received during the proposal posting period:

- | | |
|--------------------|---|
| 1. Concern: | Customers questioned the economic savings of the proposed discontinuance. |
| Response: | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. |
| 2. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. |
| 3. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed. |
| 4. Concern: | Customers were concerned about later delivery of mail. |

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

5. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

6. **Concern:**

You expressed a concern if delivery time would be changed.

Response:

We do not know at this time if a possible discontinuance for the Holland Post Office would create the need of a route adjustment.

7. **Concern:**

You stated no delivery on Saturday.

Response:

The Postal Service has requested a change to five day delivery. This must be approved through Congress as we are Federally regulated. We are awaiting their response.

8. **Concern:**

Customer asked about casual and TE appointments?

Response:

The USPS still uses those appointments in certain positions.

9. **Concern:**

Customer asked if FedEx and UPS pays the USPS to deliver their packages?

Response:

The USPS has a contract with both companies to deliver packages. Fed Ex and UPS in return transports USPS mail using their private airplane service.

10. **Concern:**

Customer asked if the USPS hires a contractor to install the CBU's.

Response:

We hire a contractor to pour the concrete and prepare them for CBU installation. Our maintenance department then installs the CBU's onto the concrete pads.

11. **Concern:**

Customer asked why it is difficult to replace Postmasters.

Response:

There is currently a hiring freeze placed on certain positions within the Postal Service at this time and Postmaster positions is one of them.

12. **Concern:**

Customer expressed a concern about package delivery and pickup

Response:

The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in the cluster box, if the package does not fit in the cluster box parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

13. **Concern:**

Customer that owns the building leased wanted to know what would happen to the contract they have through 2014.

Response:

The USPS fulfills all contractual agreements. This specific contract for Holland has a 30 day termination clause. All other facility questions must be directed to our facility department in Denver Colorado.

14. **Concern:**

Customer wanted to know how many Post Offices in Iowa are being looked at to discontinue.

Response:

Currently we are studying 82 offices for possible discontinuance.

15. **Concern:**

Customer wanted to know if I were a resident of Holland, what would I place on my questionnaire to help keep the Post Office open?

Response:

It is hard to determine what to say that could help keep the Post Office open. I can not guarantee anything said will prevent this discontinuance from being approved. The likelihood it will be discontinued is very high. We are at the beginning stages of management initiated discontinuances, so I have not seen one closed, nor overturned. Honestly I would place any opinion I had on the questionnaire, just to say that my voice was heard and became part of the official study.

16. **Concern:**

Customer wanted to know if it is true they read everyone must be within 7 miles of a Post Office.

Response:

I do not believe that statement is true.

17. **Concern:**

Customer wanted to know if the cost of rent and utilities is the biggest concern of our expenses.

Response:

I would say that no, it is not the largest concern, but it is within our control in some cases. If we can provide regular and effective service in an alternate manner that can eliminate those expenses, then that is the purpose of this study for discontinuance.

18. **Concern:**

Customer wanted to know if the Evansdale Postmaster retired and did that PO close?

Response:

Evansdale is considered a "branch" which falls under management of the Waterloo Post Office, therefore it does not require a Postmaster. A window clerk operates the Post Office daily. Evansdale is under the same study as Holland for a possible discontinuance and could be closed. The USPS is looking into many offices, including in larger offices, processing facilities, stations and branches.

19. **Concern:**

Customer wanted to know if the Postal Service is looking at the low hanging fruit to discontinue small town Post Offices. Should the USPS stand up to the unions?

Response:

The USPS is dealing with issues within their control. Providing service via rural carrier provides service in a regular and cost efficient manner, that is why discontinuance is pursued. As far as union issues, that is far beyond my realm of understanding and needs to be handled at higher levels.

20. **Concern:**

Customer wanted to know if the study addressed the concern to travel to Grundy center to mail letters and purchase stamps?

Response:

Customers may mail letters in the CBU's, as there is an outgoing mail slot. The rural carrier also carries stamp stock on a daily basis. If you use a stamps by mail envelope that is bright orange, he can many times leave your stamps the same day, if not, your order would be processed in Grundy Center and returned the next delivery day.

21. **Concern:**

Customer wanted to know if the timeline could be quicker than 6 to 9 months.

Response:

The timeline we give is approximate and from the beginning of the process of Holland which started about two months ago.

22. **Concern:**

Customer wanted to know if their PO Box would be located on the outside of the CBU.

- Response:** No, you would need to use your physical 911 address. Your PO box number would no longer be valid should the discontinuance be approved. On the outside of the CBU would only be a number 1-16, not relating to any address. Inside the CBU, the carrier would have your 911 address so he would know which box belongs to which individual.
23. **Concern:** Customer wanted to know if there is a timeframe the CBU's (or curbside mailboxes) need to be installed.
- Response:** The community will be notified if discontinuance is warranted by the Vice President of Retail and delivery with adequate time for installation.
24. **Concern:** Customer wanted to know if there was a final goal, such as one Post Office per county?
- Response:** I am not aware of any final goals.
25. **Concern:** Customer wanted to know if they can put up curbside boxes on main street.
- Response:** The customer would need to petition for rural delivery through your Post Office.
26. **Concern:** Customer wanted to know if they can write to USPS Consumer Affairs at any time.
- Response:** Yes, you may write to Consumer Affairs at any given time. I can supply you with a prepaid envelope to use.
27. **Concern:** Customer wanted to know what the USPS does with the individual PO boxes should their be a discontinuance.
- Response:** The USPS tries to reuse any equipment we can. If they are not needed, we would possibly place them up for sale.
28. **Concern:** Customer wanted to know where can we put the cluster box units, will kids and safety come into the decision?
- Response:** Yes, safety will definitely be part of the decision. The placement of the CBU's depend on the availability of city property.
29. **Concern:** Customer wanted to know who is responsible for snow removal.
- Response:** The USPS is responsible for snow removal.
30. **Concern:** Customer wanted to know why express was not cheaper for Holland as it can not make it "overnight".
- Response:** It is unfortunate that express can not be overnight in all areas; it is determined by transportation and meeting commitment times. We keep our service prices the same whether you are a frequent customer, a USPS employee or a resident of Holland. Our services are mandated to remain the same price through our regulations by congress.
31. **Concern:** Customer was concerned about the salaries of the Postal employees, do Postmasters make more or Rural carriers?
- Response:** We do not want to debate salaries, when we are here to discuss Holland's potential service should there be a possible discontinuance.
32. **Concern:** Customer was concerned if the Postal Service pays for rental of the current building.
- Response:** Yes, we are under a lease through 2014 which contains a 30 day clause.
33. **Concern:** Customers wanted to know if a study has been done on the costs to have the rural carrier versus the Postmaster sort the mail.
- Response:** The cost savings is included in this study and will be available for public viewing when the proposal is posted.

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34. **Concern:** Customers wanted to know if many small town Post Offices start closing if the administrative post offices could remain open for Saturday hours.
- Response:** The customer r concern will be noted and added to the study.
35. **Concern:** Customers wanted to know if the boxes could stay inside the Post Office where they are now and have the rural carrier service them in the building.
- Response:** The Postal Service is trying to reduce our footprint by reducing building usage and expenses when CBU's are accessible outside.
36. **Concern:** Customers wanted to know if the USPS is conducting a study to determine the potential loss of business to our competitor's such as UPS?
- Response:** Although that is a very good question, I believe the potential loss of business is hard to determine. I do not know of a study being conducted on that issue.
37. **Concern:** Customers wanted to know the size of the individual CBU and how many are in each unit.
- Response:** The individual sizes are approximately 12" wide x 3" tall x 17" deep. It would hold a large amount of mail and is securely locked. There are 16 individual compartments and two parcel lockers in each unit.
38. **Concern:** Customers wanted to know who the appeal gets sent to within the 30 days of final determination posting.
- Response:** The appeal would be sent to the Postal Regulatory Commission. This information is furnished should a final determination be created and is available to the public at the time it would be posted.
39. **Concern:** Customers were concerned about a change of address.
- Response:** The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
40. **Concern:** Customers were concerned about keeping Holland IA and 50642 in the last line of their address.
- Response:** There should not be a problem saving Holland and 50642 as the last line of your address should there be a discontinuance.
41. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the

carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

42. **Concern:** Customers were concerned about permit mailing
- Response:** The customer expressed a concern about permit mailing that was input at the Holland Post Office. Responsibility for the permit account would be transferred to the administrative Post Office. Mailings would need to be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
43. **Concern:** Customers were concerned about rental on the CBU's.
- Response:** No, there is no fee to have a unit in the Cluster Box Units or the keys. Two keys are given out, one saved at the Grady Center Post Office and multiple keys may be duplicated. The only fee would be associated with a change lock fee of \$40 if all keys would be lost.
44. **Concern:** Customers were concerned about the placement of the cluster box unit.
- Response:** We understand the placement of the cluster box unit is a large concern for the community. We are here tonight to get some input not only from the mayor and council but also the community of Holland's residents. We place the cluster box units on city property only as we do not pay rental on land. Our recommendation is to have the subject on the agenda for the next city council meeting and bring that up for discussion. We do not need to know immediately where the placement would be as we are only under a study at this time.
45. **Concern:** Customers were concerned about what to do and who to contact if going on vacation.
- Response:** The customer may hold your mail by calling the Grady Center Post Office. The rural carrier can then deliver your mail (with your request) to your CBU upon your return to alleviate a trip to Grady Center to pick up your mail.
46. **Concern:** Customers were concerned as to why the incoming and outgoing mail survey was not conducted at different times or during different seasons and who selects the two week period?
- Response:** The incoming and outgoing survey is one step of the 57 steps of the discontinuance process. The time frame is chosen as soon as an office is selected to begin the discontinuance study.
47. **Concern:** Customers were concerned how they would access their keys to the CBU boxes.
- Response:** If a discontinuance is justified, we would know the date in advance and Pam (Holland's OIC) would be able to assign keys before the office would be closed.
48. **Concern:** Customers were concerned if curbside/rural boxes are an option.

Response:

Curbside boxes are an option. Keep in mind that with curbside boxes each individual is responsible for maintenance, including snow removal. Rural carriers will not deliver when snow has not been removed and the route would not be down every street, in front of every house. It would include making a few loops through town. Some individuals would need to go a few blocks to retrieve mail that is unsecured in curbside boxes. We will work with the mayor who can determine at a council meeting which preference Holland residents decide.

49. Concern:

Customers were concerned if the 7 CBU's will all go in one area.

Response:

We try to place the CBU's in one area for obvious efficiency and operational reasons.

50. Concern:

Customers were concerned if the study would involve permanently keeping the three hour office open as it operates currently.

Response:

This study is for possible discontinuance. It involves providing service effectively and regularly in a more cost efficient manner through the rural carrier.

51. Concern:

Customers were concerned the Postal Service will not pay for rental of the cluster box units, then why could we not move the Post Office into the city hall rent free.

Response:

The Post Office is trying to eliminate expenses and although that may eliminate the cost of a building lease, it would still involve salaries. We can provide regular and effective service through a rural carrier in a most cost effective manner.

52. Concern:

Is there an option to go to Grundy Center to get our mail?

Response:

The customer currently have the option to rent a PO Box in Grundy Center. A change of address would need to be completed, and we would forward your first class mail up to one year.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

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Holland is an incorporated community located in GRUNDY County. The community is administered politically by Mayor and council. Police protection is provided by the Grundy County Sheriff Dept. Fire protection is provided by the Holland Fire Department. The community is comprised of combination and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Colfax Presbyterian Church, Holland Post Office Holland Volunteer Fire Dept. Heartland Cooperative Elevator Lone Tree Inn City Hall / Community Bldg. Jay's Storage Units New Hope Fellowship CR Church. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holland Post Office will be available at the Grundy Center Post Office. Government forms normally provided by the Post Office will also be available at the Grundy Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on June 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 36,525 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 3,600</u>
Total Annual Costs	\$ 47,879
Less Annual Cost of Replacement Service	<u>- \$ 11,354</u>
Total Annual Savings	<u>\$ 36,525</u>

A one-time expense of \$ 5166 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Holland, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Grundy Center Post Office, located five miles away. Service will be provided to cluster box units (CBUs).

The postmaster retired on June 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Holland Post Office provided delivery and retail service to 112 PO Box or general delivery customers and 124 delivery route customers. The daily retail window transactions averaged 12. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$36,525 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Holland Post Office and Grundy Center Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Holland Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Holland Post Office and Grundy Center Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

09/26/2011

Date



10/05/2011

OFFICER-IN-CHARGE/POSTMASTER
Holland Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Holland Post Office Final Determination
Docket No. 1367189 - 50642

Please post in the lobby the enclosed final determination to close the Holland Post Office. The final determination must be posted in a prominent place from 10/05/2011 through close of business on 11/06/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/07/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

A handwritten signature in dark ink, appearing to read "Karen Lenane".

KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
Final Determination Official Record

DOCKET NO.
ITEM NO.
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Date of Posting: 10/05/2011



Date of Removal: 11/08/2011

FINAL DETERMINATION TO CLOSE
THE HOLLAND, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642

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TTM #
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Date of Posting: 10/05/2011



Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE
THE HOLLAND, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367189 - 50642



09/26/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- HOLLAND

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins in day "zero".

POSTAL BULLETIN – POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

Dean J. Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area